continuously made to improve productivity, sales performance, efficiency and customer responsiveness.

(e) The Government do not feel any need to shift the CSD Head Office from Bombay to Delhi.

Stoppage of rail service by armymen

3185. SHRI SHIV PRATAP MISHRA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that hundred irate armymen including a Captain threw rail services out of gear on the 30th July, 1993 in Jammu and Pathankot sections of the Northern Railways and as such the train services were suspended and were running late causing hardships to the passengers; and

(b) if so, what are the details in this regard and the action taken by Government in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE (SHRI MALLIKARJUN): (a) and (b) Rail services were temporarily affected due to strike by railwaymen on 30-7-93 on account of alteration between a Railway Officer and an Army Officer. The differences were resolved and strike was called off on the same day.

Separate Directorate for Canteen Stores Deptt.

3186. SHRI S. AUSTIN: Will the PRIME MINISTER be pleased to state:

(a) whether a separate Directorate of the Canteen Stores Deptt, will be created for the southern States;

(b) whether Government are aware that less efficient and responsive management is leading to less choice of goods for the Jawans; and

(c) what steps are proposed to be taken to make the management more responsive ?

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE (SHRI MALLIKARJUN) : (a) No, Sir.

(b) and (c) There is adequate choice of goods available in the Canteen Stores Department (CSD) to meet the requirements of its customers. The management of the CSD is fully responsive to consumer needs and choices and is continuously engaged in improving its performance in terms of sales, inventory control and consumer satisfaction.

Management of Canteen Stores in Ministry of Defence

3187. SHRI MENTAY PADMANABHAM : Will the PRIME MINISTER be pleased to state:

(a) whether Canteen Stores Deptt. (CSD) in the Defence Ministry have started functioning;

(b) whether Government will constitute a team to study the functioning of Canteen Stores Deptt. within a time bound period;

(c) whether an efficient system were all decisions are taken in a highly centralised process;

(d) whether the CSD has flouted the spirit of various policies of Government especially in regard to treatment of Ex-Servicemen and their organisations and small scale units; and

(e) what steps Government are taking to ensure that Government's policies and pronouncement, are respected in spirit and word ?

THE MINISTER OF STATE IN THE MINISTRY OF DEFENCE (SHRI MALLIKARJUN): (a) to (e) The Canteen Stores Department (CSD), in its present form, has been functioning since 1-4-1977. The functioning of the CSD is reviewed regularly by the Government and there is no need to constitute a team to study the functioning of the CSD.

In making purchases, the CSD follows an elaborate criteria, which is based on consumer preference data, product/brand performance in the civil market, the after-sales infrastructure of the manufacturer and other commercial considerations. Any unit whether in the small or the large scale sector or an ex-serviceman's enterprise etc. who satisfies the